

CIVIC INNOVATORS 2.0 IMPACT REPORT 2021



PROJECT OVERVIEW

The goal of the Civic Innovators Program is to contribute human capital from the private sector to help solve our city's biggest challenges. Partnering with staff from city agencies, pro bono business volunteers leverage their technical knowledge on strategic projects leading to innovative solutions to critical issues.

In our Civic Innovators 2.0 project, Baltimore City Department of Public Works (DPW) was looking to create a Dashboard as a centralized location to view and analyze data to increase data integrity, inform strategic decision making, and lead to external transparency and increased public trust.

As a part of this dashboard system, an internal dashboard was planned in order to inform internal strategy about DPW's practices and performance.



Our Partners:



T.RowePrice



The Mayor's Office, Baltimore Corps and the T. Rowe Price Foundation launched the Civic Innovator's inaugural program in Fall 2019.



"The collaborative effort was important and vital to the project"

- City Staff

PROJECT OVERVIEW GRAPHICS



4
Months

7
Corporations

3
CROSS-COLLABORATIVE
Work Groups

20
Participants

1,280
Total Volunteer Hours
given During Program

\$125,000
Cost Savings
to the city

- 10 business volunteers donated their experience
- 10 City Staff participated

- Average of 128 Hours Donated by each Business Volunteer

- Fair Market Value of Pro bono work
- Employee time valued at an average of \$98 per hour by companies

DPW DASHBOARD PROGRESS

Based on the work of the corporate volunteers throughout this year's project the following changes have been made and are in progress:

1 Internal Dashboard Designed

The most important KPIs were determined. From there that data was organized and visualized within the internal dashboard.

Design elements and user experience features were then improved. The first iteration of the dashboard was designed and made live.

2 Strategy for Data Integrity was Developed

The data analysis team analyzed relevant KPIs to ensure that data will inform decision making.

They collaborated with the design team to bolster analytics capabilities. Research was done on industry best practices with data integrity. This will be applied to the dashboard and its upkeep.

3 Survey Created and Distributed

The change management team crafted a survey for residents about what information they would like to see on an external dashboard.

They collaborated with corporate partners to learn best practices for gathering feedback. A survey was created and distributed.



"Everyone involved from Civic Innovators to DPW to the other Corporate Volunteers was great to work with and committed."

- Business Volunteer



"The goals and objectives for this project were meaningful. The City staff was committed to getting the project done correctly."

- Business Volunteer

Participant Experience

Percentages reflect those who responded Agree/Strongly Agree.
Response Rates are inclusive of both city employees and business volunteers.

70%

Had an overall positive and meaningful experience

Felt their professional skills contributed to the project

90%

80%

Learned something new from participating in the program

Would recommend this program to colleagues

80%



"I think we can all learn a lot from one another and see value in working together to streamline internal processes, and hopefully deliver better services that the community wants and needs, to Baltimore City residents, business owners, visitors, and government"

- City Staff